



# Amcor Fairfield Case Study

## ForkTrack™

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## Amcor Fairfield: Site Overview

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**Site Details:** 626 Heidelberg Road. Alphington VIC 3078

**Site Contact:** Tony Cavasinni

**Site Contact Position:** Commercial Manager

**Site Contact Phone:** 0419 592 626



## Fleet Details

Asset Number	Vehicle Type	Area
H2400V	Hyster 3.0DX	F6
H2520V	Linde H45T	Yard
H2392V	Linde H80D	Yard
H2395V	Linde H35T	FRC
H2394V	Linde H35T	
H2402V	Hyster S120	
H2280V	Linde H50D	Yard
H2398V	Hyster 3.0DX	
H2798V	Linde H80D	
H2397V	Linde H80D	FRC
H2704V	Hoist F8	FRC
H2390V	Linde H80D	Yard
H2705V	Hoist F8	FRC
H2284V	Linde H35T	Liner
H2393V	Linde H80D	
H724	Nissan PJ02	
H3140V	Hyster H5.0DX	
H2287V	Hyster S7.00XL	Mill
H999	Toyota FG35 ABB	
H2263V	Caterpillar 950F	
H2399V	Hyster 3.0XL	Mill
H3100V	Caterpillar 962H	
H3142V	Hyster H5.00DX	FRC
H2396V	Linde H35T	FRC
H2688V	Caterpillar 906	
H2401V	Hyster H3.0DX	Liner
H2703V	Caterpillar 962G	

## Site Overview

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Amcor Fairfield is one of three paper mills operated by Amcor in Australia. The site utilises 27 vehicles in the operation, which has been a high damage application in the past. In an effort to curb the growing costs of damage repair on the fleet, the ForkTrack™ fleet management system was proposed and installed to monitor the fleet, and provide management visibility of the equipment remotely, enabling previously destructive practices to be managed out of the business processes. This removal of potentially unsafe and costly poor business process has seen a significant reduction in damage costs, down time, and subsequent increases in overall performance and efficiencies.

## Site Features

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The ForkTrack™ system installed on the site is a proprietary product designed and produced exclusively by Adapt a Lift Hyster Pty Ltd for use by its growing fleet of rental forklifts.

### Pre-Start Inspections

An important aspect of controlling spiralling damage costs was ensuring that mandatory pre-start inspections were being completed by all relevant staff. Running a 24 hour operation, it had been virtually impossible to control this requirement, something that lead to progression of damage to equipment due to insufficient operator observations at the beginning of each shift. In addition to the direct cost benefits, the OH&S implications were also hugely beneficial, making a paperless replacement for the existing and highly manual paper based checklist system previously in place. In addition, there is also the piece of mind of knowing that the forklifts simply will not start without the checklist being completed at the required times.



### Operator Access Controls

To complement the pre-start inspection feature, and to actively control the operations of the equipment, the site access system that controls staff access to the sites itself was incorporated into the ForkTrack™ system to ensure only authorised operators could start the equipment. This eliminates the opportunity for unauthorised and untrained persons to attempt to drive and potentially damage equipment, and also the significant OH&S challenges unsecured mobile equipment presents to management of the site. In addition to this, the card access system gives management an accurate and comprehensive history of utilisation. This can also deliver greater understanding of business practices during non-business hour's operations, something that has previously been an unknown quantity in many similar sites.



## Impact Sensing

The instances of impact damage and subsequent attributable costs brought forward an ideal application for the dual axis impact detection system, to monitor the operations of each vehicle and detect and remotely report details of impacts above normal ambient site levels.



The Impact Sensor is a small but highly accurate device which allows impacts to be reported, and then the circumstances surrounding the impact can be investigated in an effort to manage and or change processes in the business that could cause such events. Evidence such as impact level, direction of the impact, operator, date and time are all available to assist in the follow up.

In addition to this, the operators were urged to be more careful in the operations of the business, and to attempt to be more accurate in their work to prevent such impacts and subsequent damage costs.

Investigations at the inception allowed a base level impact threshold to be set, which meant that only impacts deemed out of normal operations would be reported on, to prevent unnecessary false alarms. This threshold is able to be suited to individual pieces of equipment in reference to the roles that they undertake within the business.

## Rollout & Training

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In addition to the technology installation, the operators and staff undertook refresher training to educate the operators on the new system, its purpose, basic operator knowledge and expectations, as well as the possible results of improper use of material handling equipment. This concurrent refresher course helped ready the site for the implementation of the system and resulted in a more streamlined transition into the current operations.

The training schedule followed the following points:

1. Fork Track Demonstration (simulator on laptop)
2. Reporting and damage repairs
3. Pre-operational inspections
4. Legal rights and responsibilities
5. Forklift stability principles
6. What to do in the event of a roll over
7. WorkSafe<sup>®</sup> Power Point presentation - Injury and deaths in Victoria related to Forklifts
8. Video - Forklift Stability

## Results: Damage Reduction

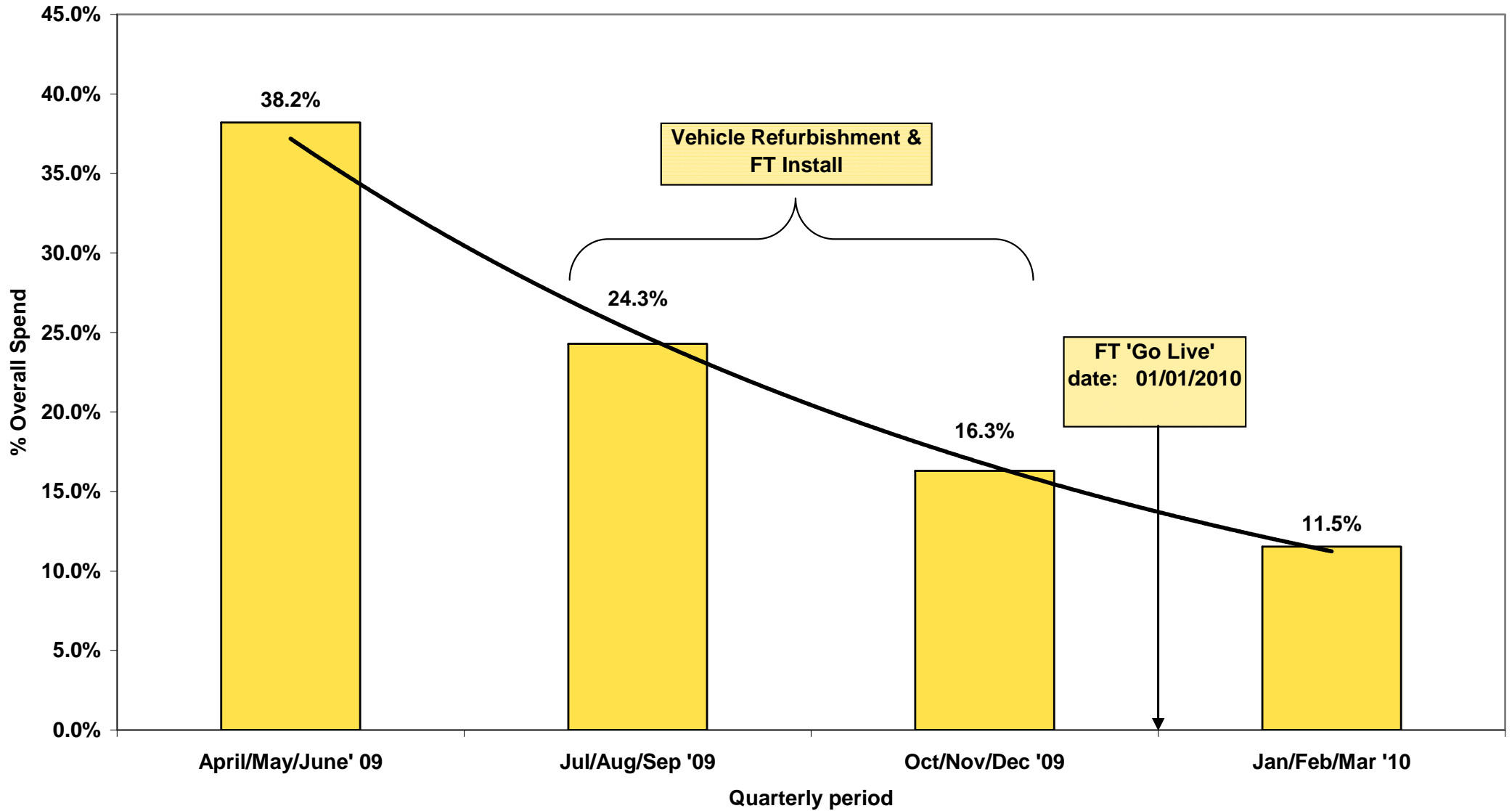
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The results of the implementation of ForkTrack™ have been profound across the site, with dramatic reductions in customer damage costs, increases in vehicle up time and decreases in Forklift related incidents.

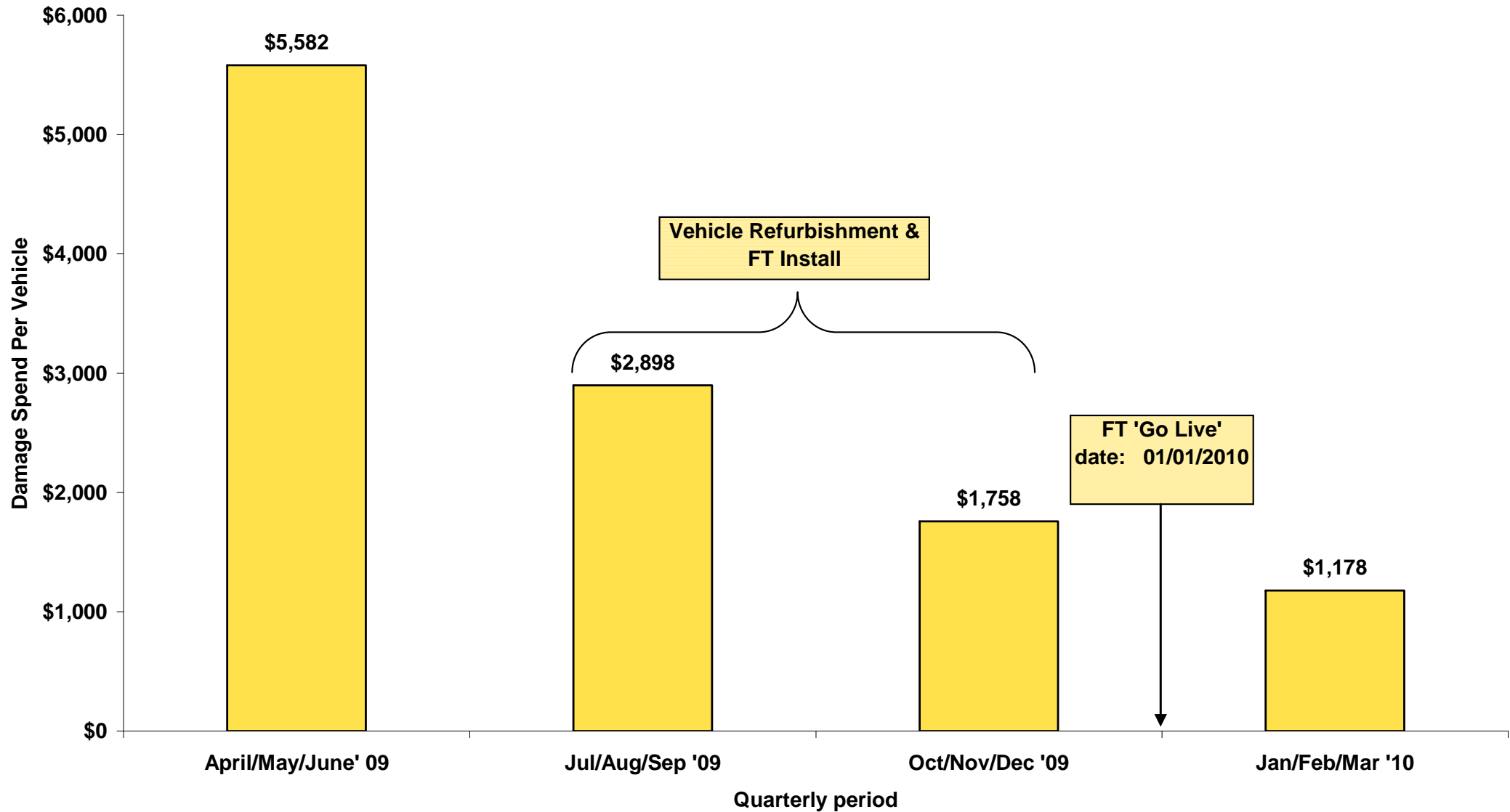
As stated, the site was well above average in terms of customer damage costs, and drastic changes in operator culture and care needed to take place to remedy the situation. The benefits on all levels, safety, efficiency, financial, were significant and achievable with the correct controls and effective site management.

Below are several charts tracking the progression of the ForkTrack™ system into the Fairfield business. The change in damage spend is clear and progressive, showing the levels pre-ForkTrack™ and post-ForkTrack™ in overall site costs, individual equipment costs, and as a percentage of overall vehicle hire costs.

### Fairfield Damage % Overall Spend

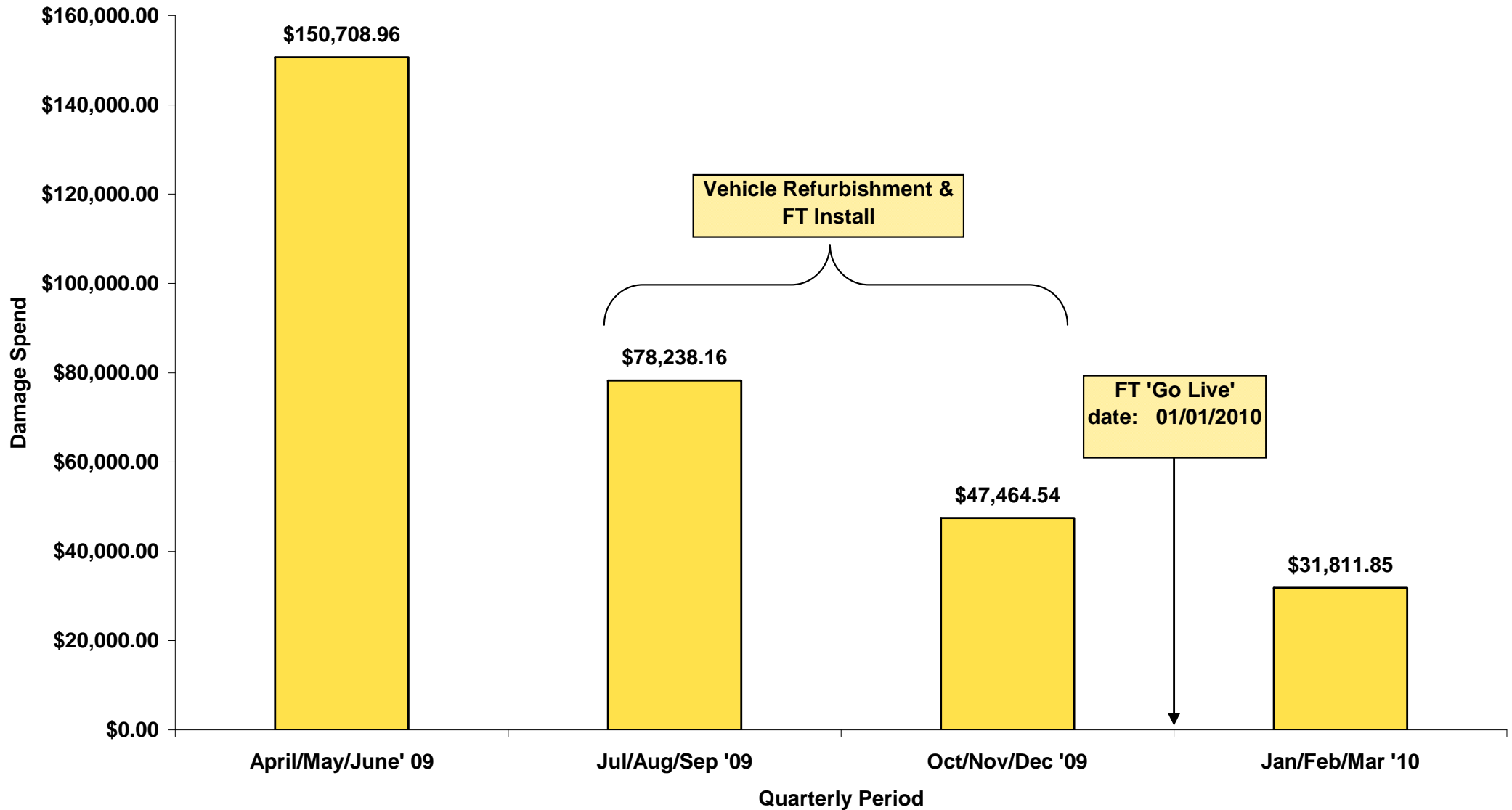


### Damage Spend per Vehicle (04-09 to 03-10)

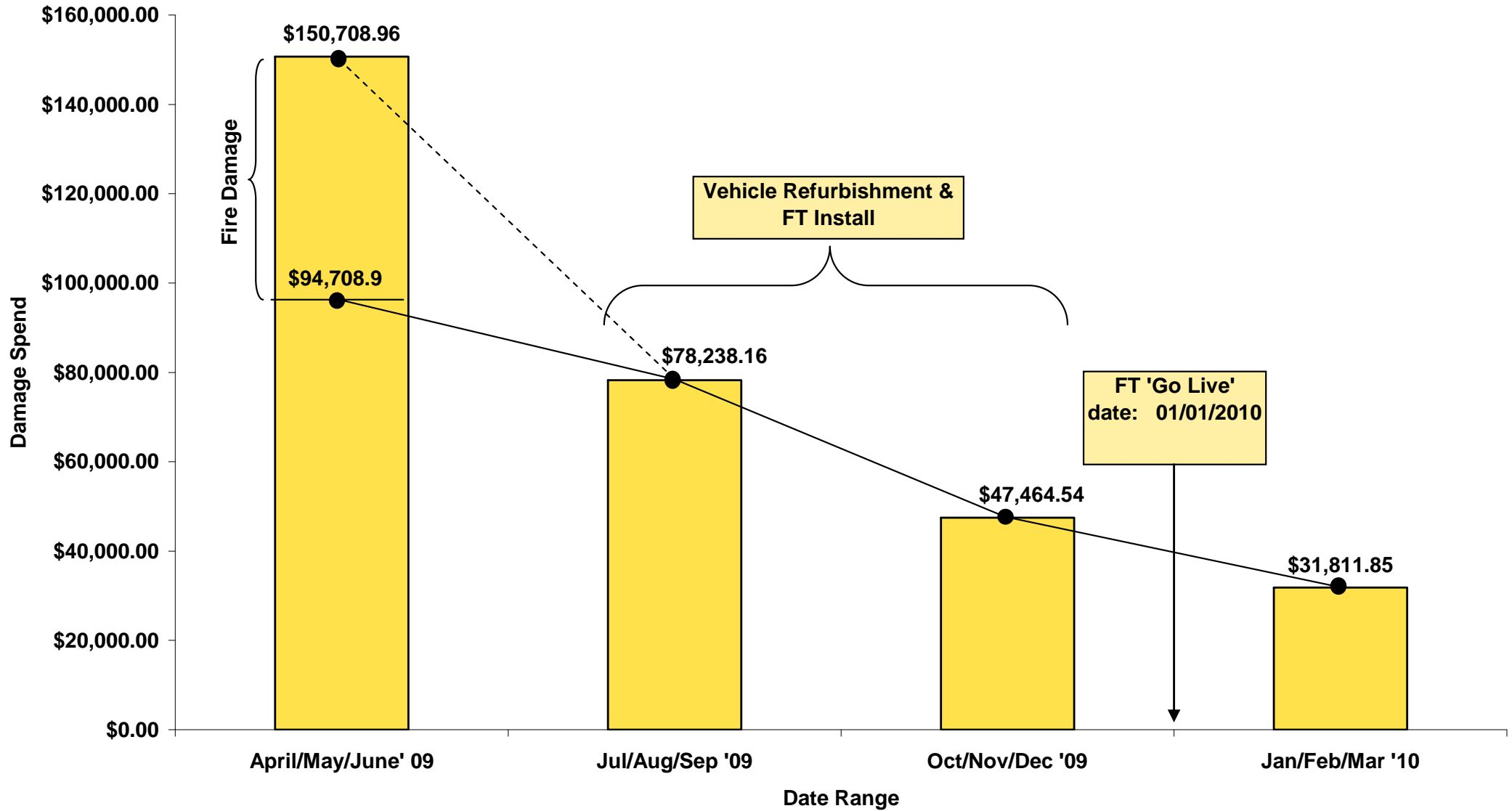




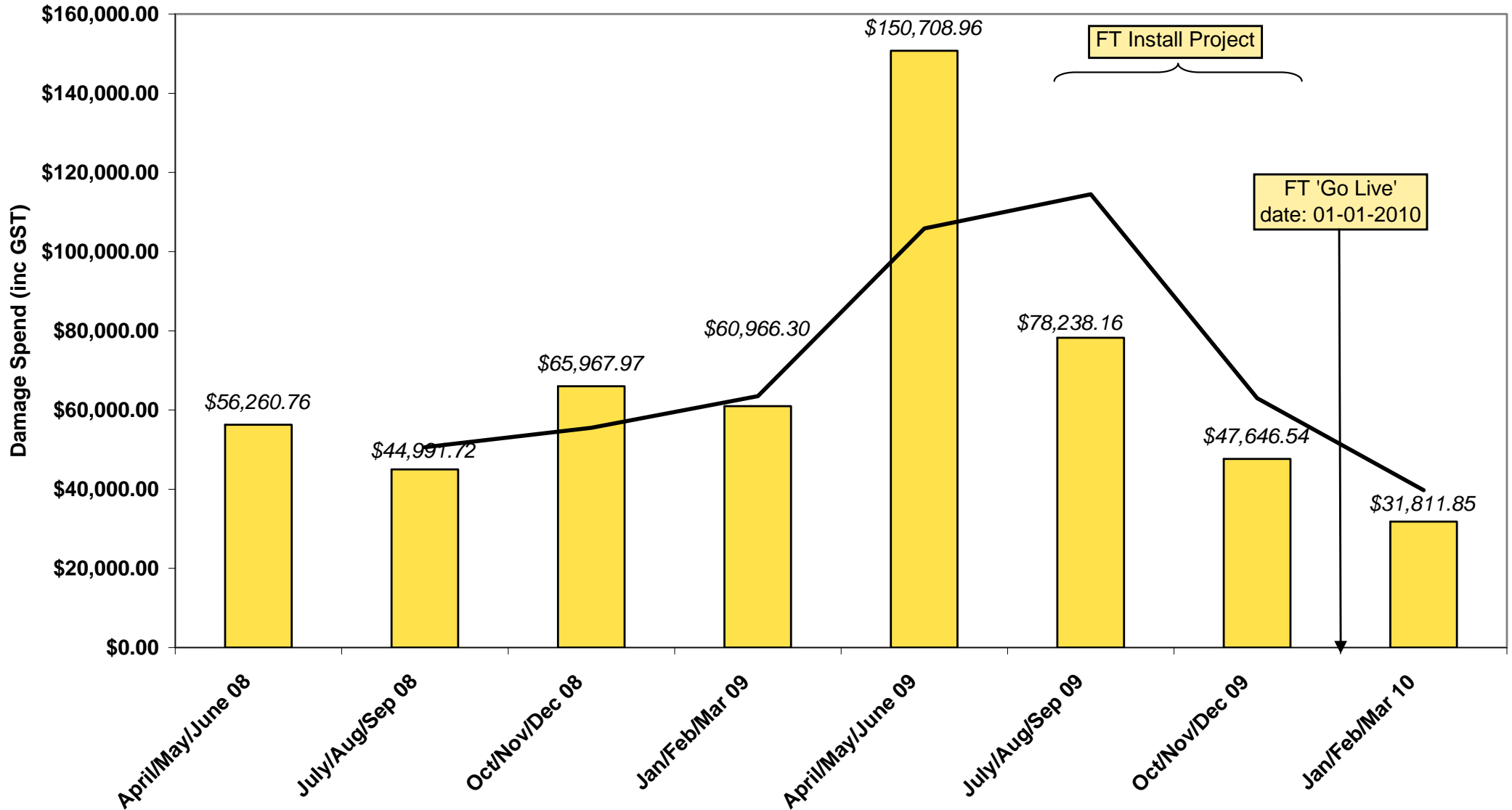
### Amcor Fairfield Damage Spend April '09 to March '10



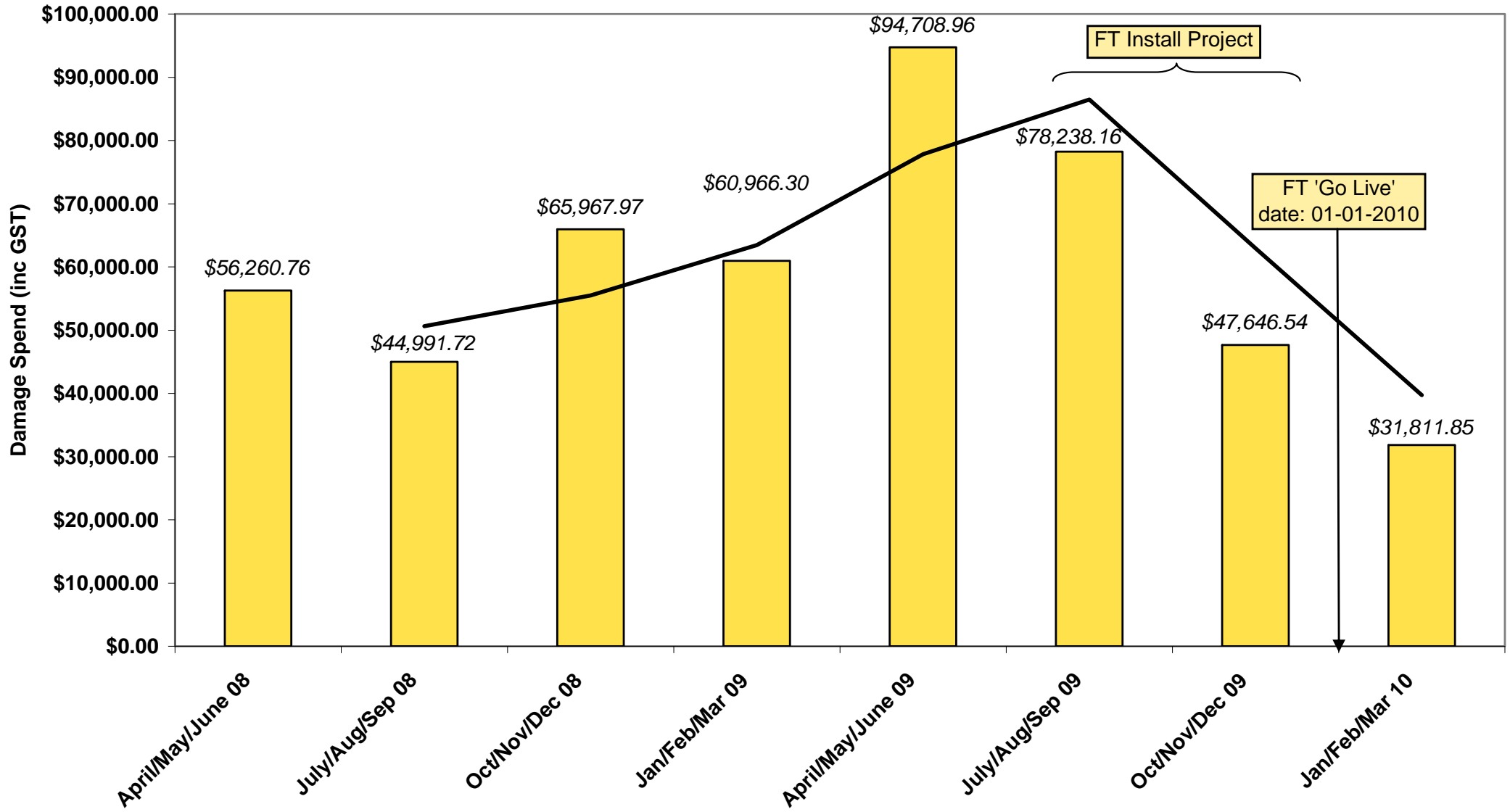
### Amcor Fairfield Damage Spend April '09 to March '10



### Amcor Fairfield Quarterly Damage Spend 2008/2009



### Amcor Fairfield Quarterly Damage Spend 2008/2009



## Summary

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**The effects of the ForkTrack™ implementation are significant in many respects.**

- A 33% reduction in damage spend from the previous Quarter is significant in itself, without the preceding reductions as the ForkTrack systems were implemented throughout the fleet prior to 'Go Live'.
- Looking at long term averages, current damage spend is running approximately 51% lower than the 2 year average, with the trend continuing to show significant long term savings.

**The financial aspects are extremely impressive, and only tell part of the story.**

The need for site management oversight of repairs due to damage has dropped significantly due to the lower number of incidents. In addition to this vehicle up time has naturally increased in the same vain.

Overall the system has provided better fleet visibility, better behaviour & culture, a better relationship between site & supplier, and a smoother and safer operation.

**ForkTrack™, bringing safety and performance together.**